

ABSTRACT OF THE DISCLOSURE

A system that provides real-time communications over a data network, such as the worldwide web, between a system user who has accessed a Party's web page and a service agent employed by the Party. Functionality is provided via executable software associated with the web page such that when an icon on the web page is selected, a mode of communication is established. This mode may be IP telephony over the world wide web. In addition to the establishment of real-time audio communications, functionality is provided which translates the web page(s) which the system user is viewing or viewed already into HTML language which is transmitted as an E-mail and stored in a database until the phone call is assigned to a service agent. Included with the E-mail is identification information for the system user. Once a telephone call is assigned to a service agent, the E-mail memory is searched and the particular E-mail relating to the system user. The HTML language is then translated and the web page(s) is reconstructed, including all hidden hypertext links, I.P. address, cookies, login ID, password, Java applets, and any hidden HTML tags. The web page(s) is then pushed (using PUSH technology) to the service agent at the same time the telephone call is answered. The service agent is now able to view the same page the system user is viewing or viewed already and thus provide improved information and instruction.